



SEEDS OF GROWTH

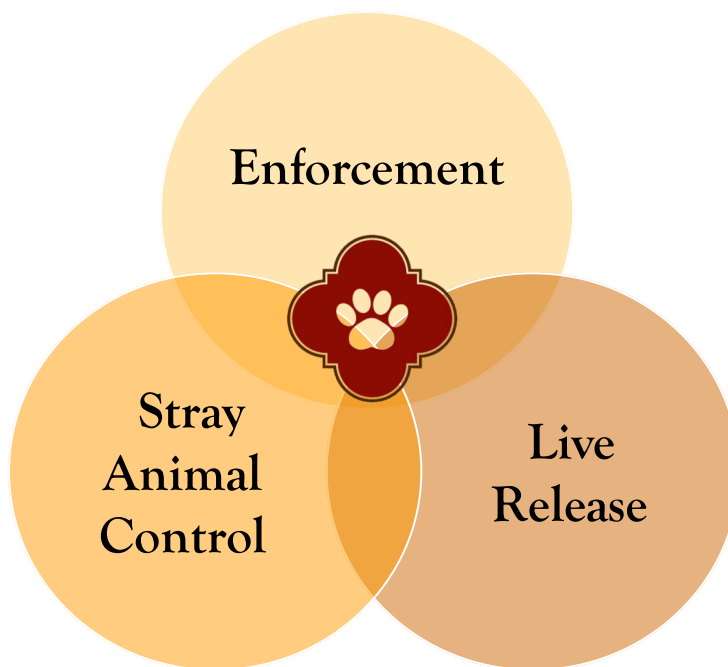
Quarterly Progress Report
Second Quarter FY 2013



**CITY OF SAN ANTONIO
ANIMAL CARE SERVICES
DEPARTMENT**

MISSION STATEMENT

Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety, and welfare of the residents and pets of Bexar County through education, enforcement, and community partnership.



Sarge's Mile-High Pro“paw”sal

Sarge was on the ACS owner surrender list in March. His owner was disabled and could no longer care for him. One of our rescue partners was getting ready to do a transport so she asked the owner to get him a heartworm test and agreed to take him to Colorado. Sarge was scared and didn't want anyone to pet him when he arrived in Denver. He then went into a foster home where he instantly bonded with their husky who taught Sarge that it was OK to play.

Soon afterwards, he was adopted and became the key player in a very secret “mission” on the top of Lookout Mountain in Golden, Colorado. Not only was he being delivered to his “forever” family, but he was also delivering an engagement ring (hidden in the brown pouch on his collar) to Mike's girlfriend, Erin. Of course, Erin only thought she was getting Sarge as a furry addition to her home. We were thrilled to learn that we not only kept this special dog from being surrendered to ACS, but he was involved in a very special proposal as well.



TABLE OF CONTENTS



PAGES

3	THE DIRECTOR'S DESK
4	KEY INITIATIVES – UPDATE
7	ENFORCEMENT INDICATORS
9	LIVE RELEASE INDICATORS
11	CONTROL INDICATORS
12	FISCAL REPORT
12	HAPPY TAILS!

2 Hearts Healing as One

Avery, a 1-year old small Pointer blend, came into ACS after being hit by a car. Her injuries were severe enough to require her front leg be amputated. It is often harder to find positive placement for pets recovering from injuries and those with other special needs, but our Foster team was determined to find placement for Avery! We found the perfect home for Avery to recover—with Nick and Sara.

Sara's a nurse and was a Surgical Corpsman in the Navy and Nick served with the 101st Airborne in the Army and was valiantly serving in Iraq when he was hit by an IED, causing him to lose both of his legs. Nick and Sara, regular ACS Fosters, saw Avery's special plea and knew it was meant to be. Nick knows firsthand what Avery is experiencing and is helping her through her recovery; they were meant for each other. Nick and Avery don't let their injuries hinder them. Nick is competing in the Paraolympics in May and Avery loves to run and is quite the cuddle bug. This is a perfect example of how fostering not only saves the life of the pet, but just as often their human parent(s) as well.



THE DIRECTOR'S DESK



We have reached the midpoint of FY 2013, and I could not be more elated with the direction of the department. The changes implemented in the 2012 Strategic Plan highlighting three (3) core objectives—1) Enhanced Enforcement; 2) Controlling the Stray Population; and 3) Increasing the Live Release rate—have saved thousands of pets in our care.

For the first time ever, the Department has achieved over 80% Live Release rate for three consecutive months (January-March 2013); **and over 90% for healthy/treatable animals only.** Furthermore, we are proud to share that for the month of March, every single (100%) healthy/treatable kitten or cat taken into ACS' care received a live release outcome!

Our innovative and creative staff spent the second quarter brainstorming, strategizing, and developing ideas that will greatly improve processes—creating efficiencies that will allow our staff to focus more efforts on customer service and providing each and every pet with the responsible care they so deserve. These

improvements will be implemented throughout the third quarter.

What's made our Live Release rate even more remarkable is the fact that we continue to see an increase in the number of call-for-service requests and animals that come through ACS. In the second quarter of FY 2013, we received nearly 21,000 calls for service; 4% more than our target and impounded nearly 6,600 animals. With kitten season upon us, we expect to see our intake continue to increase. I am confident the Department will collaborate across divisions and with our partners, providing as many live release outcomes as possible.

In addition, the department's Enforcement Team is continuing to garner positive attention to ACS—through several high-profile media stories including the National Animal Control Association (NACA) Magazine. Two well-attended and received workshops on animal hoarding and officer safety were facilitated by one of our Animal Cruelty Specialists at this year's Texas Unites for Animals Conference as well. ACS is committed to resolving the problems of strays, loose pets, and animal violations in our community and our statistics illustrate our dedication to addressing these issues.

The new Brackenridge adoption facility is on target to open in October 2013, which will further increase our capacity, Live Release rate, and visibility within the community. Additional highs within the department include: our High Volume Pet Program (HVPP) and Rescue Partner Incentive Program (RPIP) partners are rescuing more animals than ever and our clinic staff having completed more spay/neuter surgeries in the first six months of this fiscal year, then were completed the entire FY 2010.

We are confident that our success will continue thanks to the support of ACS staff, volunteers, ACS Advisory Board members, community partners, and the public. Seeds have been planted, and I'm overjoyed to see the Department continue to grow and bloom.

Thank you,

Kathy Davis



KEY INITIATIVES - UPDATE

Going Above and Beyond for Our Special Cases

The clinic continues to exemplify the Department's commitment to value the life of each pet in this City, regardless of the condition they come in. This is evident through our staff's dedication to going above and beyond and thinking innovatively in an effort to save every single injured pet that comes in. ChaCha, a boxer blend, and Merengue, a retriever blend, were both hit by a car in separate incidents in early January. ChaCha suffered severe neurological damage to her legs and Merengue, a fractured pelvis. After a week of stagnant gains in health, one of our veterinarians suggested putting them together in one of our outside livestock corrals. Having moral support from each other and some fresh sun, over the course of their first week outside, they both started to move around—albeit slowly. Fast forward another 4 weeks with daily outside activity and some extra care from our staff, ChaCha and Merengue have regained full function of their back legs and are together in a foster home—who also happens to be one of our awesome volunteers.

In addition, a local Girl Scout Troop fundraised and donated a \$100 gift card to be used to buy equipment to make wheelchairs for dogs in need. With those proceeds, our clinic staff was able to build 2 wheelchairs for Augustus (pictured) and Pepe, essentially saving their lives and allowing them to live happy, functional lives in their new forever homes.



Brackenridge Adoption Facility - Update

Construction continues on the City's new Brackenridge facility located on Tuleta Drive: The Paul Jolly Center for Pet Adoptions, Petco Pavilion, and Petco Spay and Neuter Clinic are slated to be completed by October 2013. The 11,200 square foot facility will include an adoption space for 50-56 dogs and 26-30 cats, dependent on size and communal litter housing, etc. An onsite pet sterilization clinic will provide spay/neuter options for the public as well as the center's adoption-ready pets. The campus will also include an open air pavilion for community events. The addition of this facility will benefit ACS through increased kennel capacity, visibility within the community, and an increase in the department's Live Release rate.



In line with the 2012 ACS Strategic Plan commitment of increasing community partnerships, the department is exploring options to have a third-party organization operate this facility. In May 2013, the City entered into partnership with San Antonio Pets Alive! to operate the adoption center and pavilion and Petshotz, Inc. to operate the spay and neuter clinic.

SA Fire Department & ACS = Saving Lives Together!

The San Antonio Fire Department has responded to several “pet life-saving events.” First, SAFD responded to a house fire on the City’s Eastside. After resuscitation at the scene, 10 cats came in to ACS for further treatment due to severe smoke inhalation. Using our mobile spay/neuter van, our clinic staff were able to quickly set up an emergency treatment center and get these cats the oxygen, fluids, and nebulization therapy they needed.

The second event involved a 7-week-old puppy that fell down an open sewer pipe. It took about 30 minutes for a firefighter to loop a rope around the puppy's head and leg and carefully pull it out of the 6-feet-deep hole. The puppy’s owners and littermates are extremely grateful for SAFD’s perseverance in saving this little furry. We are grateful for the San Antonio Fire Department for their dedication to public—and animal—safety and their readiness to go above and beyond.

Love-A-Kennel: Help Save Lives by Donating



In order to offset the rising cost of live release options and kennel maintenance costs, the Love-A-Kennel Program is designed to offer individuals an opportunity to “adopt a kennel” in lieu of a pet. This is a wonderful alternative for individuals, groups, or business that may not be able to adopt a pet, but still want to help the great work that the Department is doing.

Various sponsorship levels are available and adopters (donors) will be provided signage on their adopted kennel with wording of their choosing and also receive a certificate of kennel adoption. The sponsorship lasts for a period of 12 months and adopters (donors) have first option on renewal. Citizens are invited to visit the Department’s website: www.saacs.net for further information and to download a Love-A-Kennel Donor Form.

Media

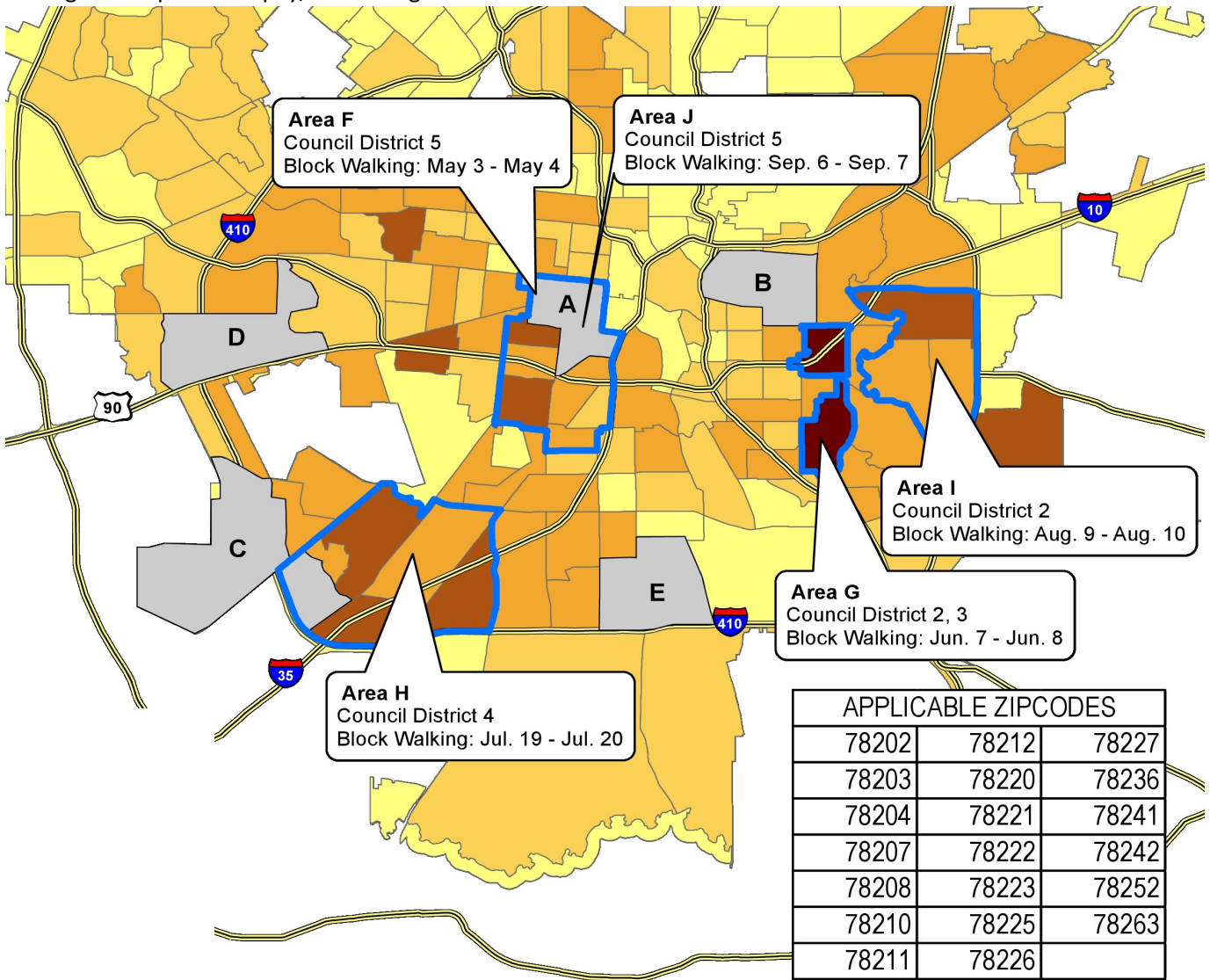
The Department’s media awareness efforts continue to be successful and coverage of the great work the Department is doing is being highlighted both locally and nationally. This year’s marketing campaign has kicked off with a responsible pet ownership theme. In addition to new radio spots on KBBT, 98.5 The Beat and KXTN, Animal Care Services has begun our advertising with Univision.

The PIO division has been able to secure additional national media coverage for Animal Care Services with high profile articles in magazines published by the Humane Society of the U.S. (HSUS), Best Friends Animal Society, and the National Animal Control Association (NACA). Both the articles in the HSUS Animal Sheltering magazine and NACA News were highlighted on the front page with focuses on the shelter’s recent successes and enforcement innovations, respectively. The Best Friends article concerning our community cat program with the animal organization is already posted online with actual publication slated for the group’s May issue.



Comprehensive Neighborhood Sweeps Initiative

The first half of the Comprehensive Neighborhood Sweeps Initiative (CNSI) has been completed. As a result, over 13,674 homes have been visited and 1,236 free rabies vaccinations/city licenses administered and issued. The areas selected for this year's CNSI are areas with the highest concentration of stray pets, bite cases, and call-for-service requests. In addition to the block walking, vaccination clinics, sterilization services and enforcement, the CNSI team is surveying and cataloging all loose dogs and cats. The CNSI committee is also working to form partnerships with businesses and other local agencies, to maximize the impact the Initiative has in the community. The remaining 5 targets areas for part 2 of the FY 2013 CNSI program have been selected (see map below). Ten additional zip codes have been added totaling 20 zip codes that are eligible for free spay/neuter through our 5 partners spay/neuter organizations.

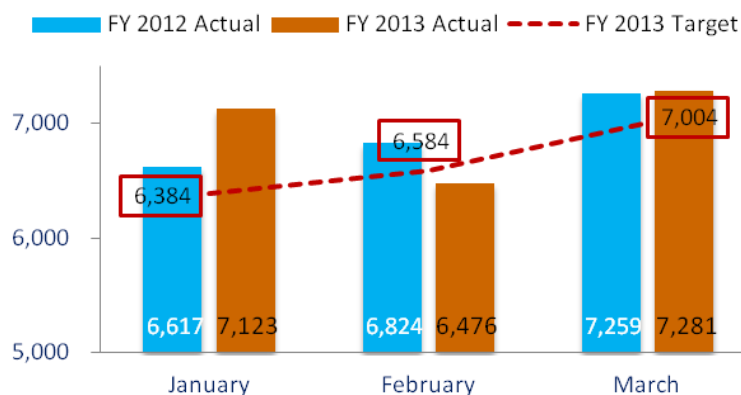


CNSI Area (City Council District)	Area A (District 5)	Area B (District 2)	Area C (District 4)	Area D (Districts 4 & 6)	Area E (District 3)	TOTAL
Block Walk Dates	11/30 - 12/1	1/11 - 1/12	2/1 - 2/2	2/22 - 2/23	4/5 - 4/6	-
Volunteers	54	62	99	48	88	351
Homes Visited	2,400	2,826	3,055	2,916	2,477	13,674
Rabies Vaccines Provided	219	185	340	247	245	1,236
Licenses Issued	219	185	340	247	245	1,236
Citations/Warnings Issued	11	14	18	0	30	73
Returns-to-Owner (Field)	5	4	6	0	2	17
Animals Impounded	50	71	51	21	29	222

ENFORCEMENT INDICATORS

Animal Care Services' (ACS) first strategic priority is to enhance the Department's enforcement efforts. Animal Care Services is responsible for protecting the health and safety of citizens and their pets in San Antonio and unincorporated portions of Bexar County. During the second quarter of FY 2013, the Department received 20,880 call-for-service requests, impounded 6,601 pets, and issued 1,173 citations and warnings.

Call-for-Service Requests

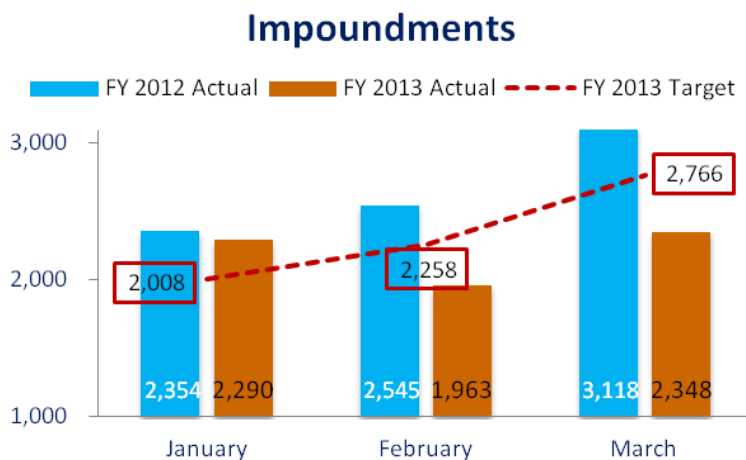


Call-for-Service Requests

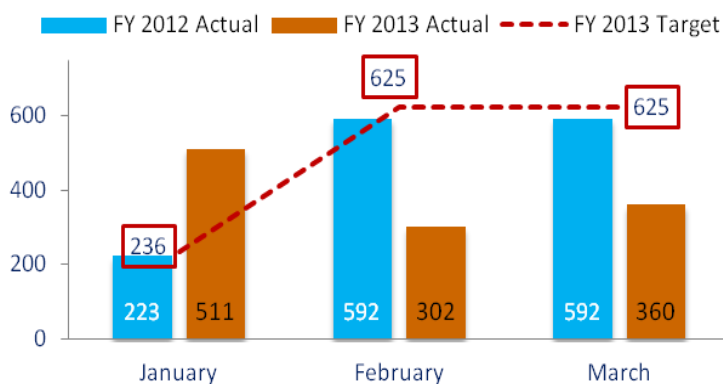
This measurement compares the total call-for-service requests received in the second quarter of FY 2013 to those received in FY 2012. This measurement also includes the FY 2013 monthly target amount.

Impoundments

This measurement provides the total number of pets impounded at ACS. This measurement includes field and over-the-counter intake as well as those pets impounded and returned-to-owner while in the field. The Department's Year to Date (YTD) actual is 14,026 pets, which is 6% (744) higher than the YTD target of 13,282 pets.



Citations and Warnings



Citations and Warnings

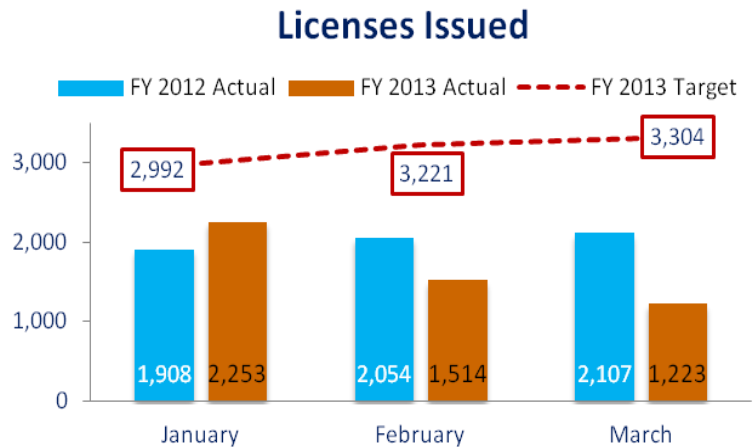
This measurement lists the total number of citations and warnings issued to those in violation. Examples of violations include: no licensing and/or rabies vaccination, animal bite, and running free of restraint. The department's YTD actual is 3,016, which is 19% (480) higher than the YTD target of 2,536 citations and warnings.

ENFORCEMENT INDICATORS

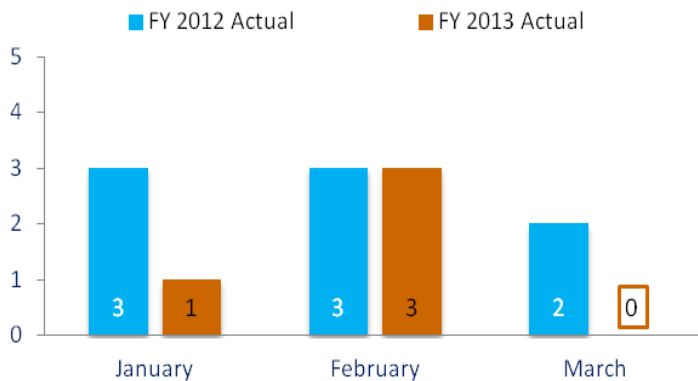
Additional measurements used to evaluate ACS' first strategic priority of enhanced enforcement include the number of city licenses issued, the number of dogs designated as aggressive/dangerous and the number of cruelty cases filed with the District Attorney's Office. The last two measurements are included to show that ACS views enhanced enforcement as important and will take steps to ensure public safety as well as laws are being followed. During the second quarter of FY 2013, the Department issued 4,990 city licenses, designated 6 dogs as aggressive/dangerous, and filed 47 animal cruelty cases.

Licenses Issued

This measurement shows the total number of licenses issued by ACS during the second quarter of FY 2013. This includes licenses purchased at ACS as well as any free offsite licensing events. The department's YTD actual is 8,914, which is 49% (8,405) less than the YTD target of 17,319 licenses.



Aggressive/Dangerous Dog



Aggressive/Dangerous Dog Designations

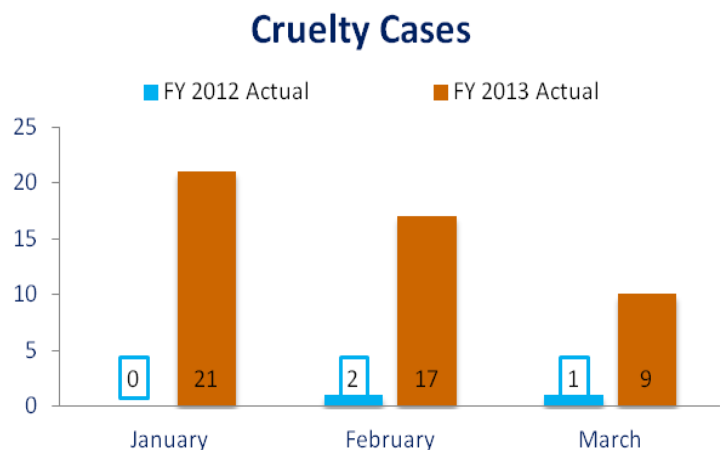
This measurement provides the total number of animals designated as aggressive or dangerous.

*This measurement does not include investigations, but rather actual designations only. There are no targets established. This measurement is for information purposes only.

Cruelty Cases

This measurement provides the total number of cases of animal cruelty against an offender filed with the District Attorney's office.

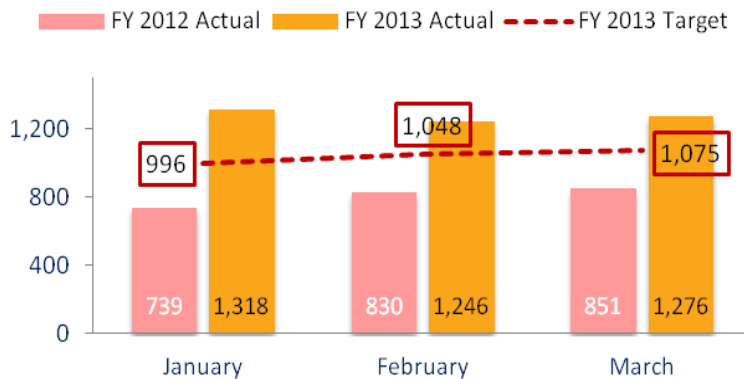
*This measurement does not include investigations, but rather actual cases filed with the DA only. There are no targets established. This measurement is for information purposes only.



CONTROL INDICATORS

Animal Care Services' (ACS) second strategic priority is to improve the control of the stray pet population. Through continued efforts such as increased spay/neuter surgeries, the Comprehensive Neighborhood Sweeps Initiative (CNSI), and improved licensing, the City should see a reduction in roaming pets as well as lower pet intake. During the second quarter of FY 2013, ACS completed 3,840 in-house surgeries. Our partners added to that number by performing 1,526 surgeries funded by ACS. Furthermore, 7,938 deceased animals were picked up by the City's Solid Waste Management Department.

Surgeries (ACS)



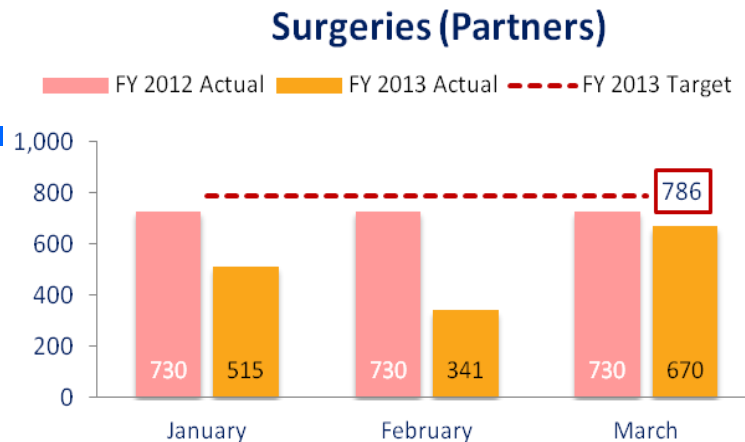
Spay & Neuter Surgeries (ACS)

This measurement provides a comparison of the total number of spay/neuter surgeries performed at ACS for the second quarter of FY 2013 to the same time period of FY 2012. The Department's YTD actual is 8,041, which is 57% (2,915) more than the YTD target of 5,126 surgeries.

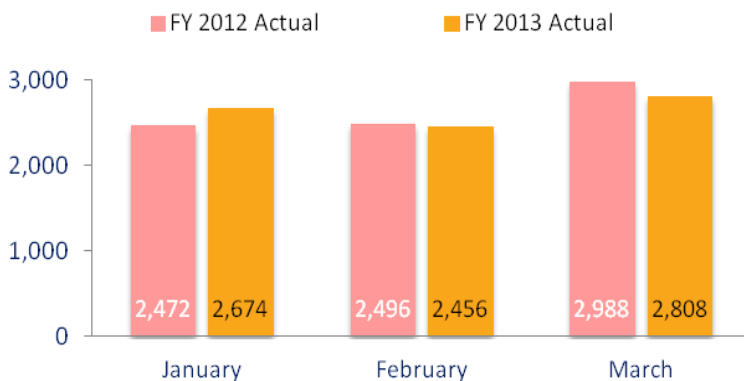
Spay & Neuter Surgeries (Partners)

This measurement lists the total number of free spay/neuter surgeries funded by ACS and performed by our spay/neuter partners. The YTD actual is 3,044, which is 35% (1,673) less than the YTD target of 4,717 surgeries.

*This measurement does not accurately portray all of our partner surgery numbers, as not all accounting invoices have been received.



Deceased Animal Pick-Up



Deceased Animal Pick-Up

This measurement provides the number of deceased animals picked up by the City's Solid Waste Management Department. This measurement signifies a high number of roaming stray animals.

*This measurement does not include established targets. This measurement is for information purposes only.

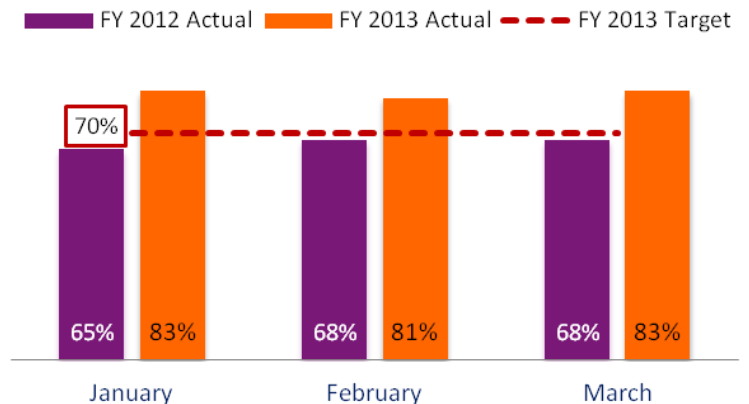
LIVE RELEASE INDICATORS

Animal Care Services' (ACS) third strategic priority is to increase its "Live Release" rate. Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats impounded. In FY 2012, ACS achieved a 61% live release rate, the highest in the department's 60-year history. However, the second quarter of FY 2013 is setting new precedence—with a 82% average Live Release rate.

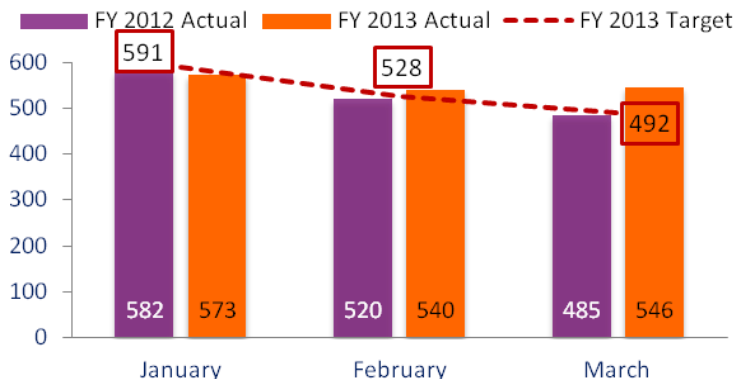
Live Release Rate

This measurement compares FY 2013 Live Release rate to FY 2012 actual and FY 2013 target. Outcome rates include the total Adoption, Rescue, Return-to-Owner (RTO), and Trap-Neuter-Return (TNR) statistics. The department's YTD Live Release rate is 78%, which is 18% higher than the FY 2012 YTD of 60%.

Live Release Rate



Adoptions



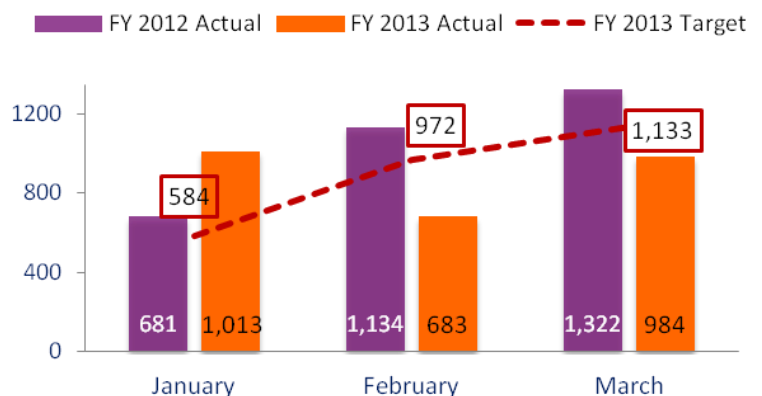
Adoptions

This measurement lists the total number of pets adopted at ACS during the second quarter of FY 2013. The department's YTD actual is 3,318 which is 10% (310) higher than the YTD target of 3,008 adoptions.

Rescues

This measurement lists the total number of pets transferred to ACS rescue partners in the second quarter. Approved ACS rescue partners are individuals/organizations who assist in finding new homes for pets from ACS. The department's YTD actual is 5,495, which is 33% (1,349) higher than the YTD target of 4,146 rescued pets.

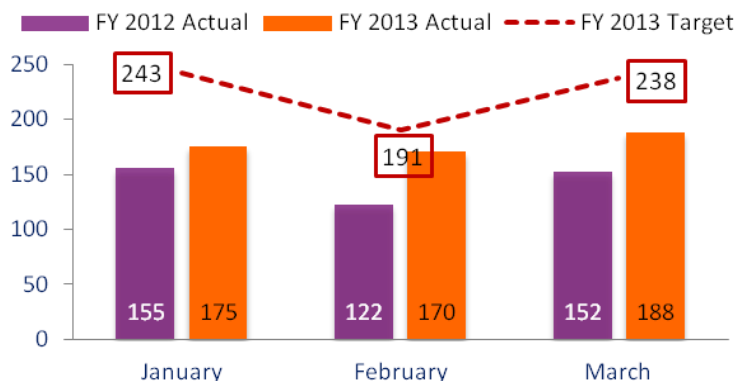
Rescues



LIVE RELEASE INDICATORS

Additional measurements used to evaluate ACS' third strategic priority of increasing its Live Release rate include Return-to-Owner (RTO), Trap-Neuter-Return (TNR), and Fosters. In the second quarter, 533 pets were returned to their owner (RTO) and 196 cats were placed in the Trap-Neuter-Return (TNR) program. 421 were pets entered in the ACS Foster Program, alleviating shelter capacity and allowing ACS to humanely care for more pets.

Return-to-Owner's (RTO's)



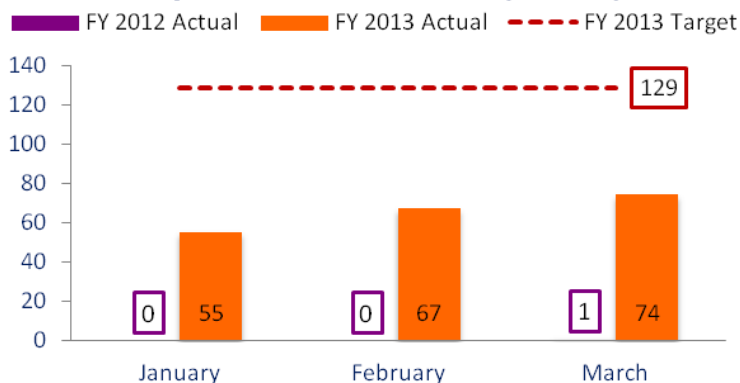
Return-to-Owner's (RTO's)

This measurement compares the total number of pets that were returned to their owner (RTO). This measurement includes animals returned-to-owner at ACS as well as impounded and returned-to-owner in the field. The department's YTD actual is 1,123 RTO's, which is 21% (291) less than the YTD target of 1,414 RTO's.

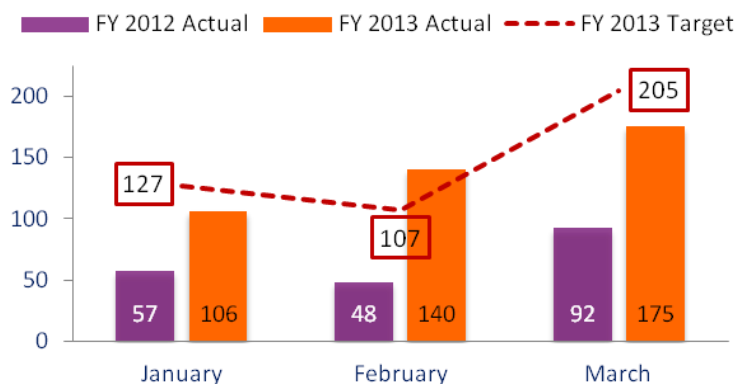
Trap-Neuter-Return's (TNR's)

This measurement compares the total number of cats that have entered into the Trap-Neuter-Return (TNR) program through ACS or through a grant with Best Friends Animal Society. The department's YTD actual is 587 TNR's, which is 24% (188) less than the YTD target of 775 TNR's.

Trap-Neuter-Return's (TNR's)



Fosters



Fosters

This measurement compares the total number of pets entering into the ACS Foster Program. The department's YTD actual is 822, which is 1 pet more than the YTD target of 821 fostered pets.

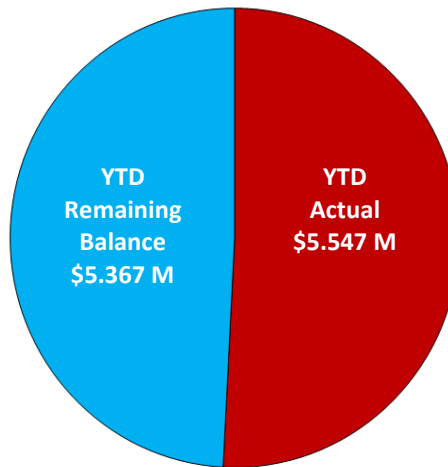
*This measurement does not affect the Live Release rate as animals in foster are still under ACS' care. This measurement is for information purposes only.

FISCAL REPORT

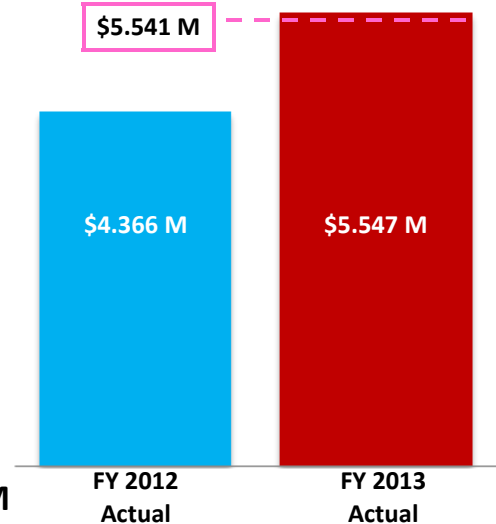
In FY 2013, the Annual Budget for ACS totals \$10.91 million, an increase of \$1.5 million from the FY 2012 Adopted Budget. ACS also increased personnel from 129 positions in FY 2012 to 137 positions in FY 2013.

Year-to-Date FY 2013 actuals show the department slightly over budget. From October through March, ACS has spent \$5.547 M which is \$6,000 more than the department's planned amount (\$5.541 M). With higher than planned animal intake, live release outcomes and corresponding spay/neuter surgeries, the Department anticipates ending the Fiscal Year over budget. To help offset this forecasted overage, ACS is currently looking for additional funding opportunities to help offset including, but not limited to, grants and in-kind donations.

FY 2013 Budget Summary



FY 2013 ACS Budget: \$10.91M



Facebooking to Save Lives!

Leann and her husband came in to ACS because they were out of options. Leann's husband lost his job and they had to move out of their home and into their son's apartment for financial reasons and couldn't take Hope, John Wayne, and Mitzi with them. Leann was beside herself in our front lobby because she did not want to give up her dogs. We didn't want Leann to have to lose her pets just because she was going through a tough time, so we asked our Facebook friends and the rescue community for some help.

Through the power of social media and networking, we found fosters who are taking care of all three dogs until they can get back on their feet financially. ACS Advisory Board Member, Rita Braeutigam from Alamo Rescue Friends provided a week's worth of boarding at a local vet clinic and vaccinations. Erika Borrego at the SA Food Bank, next door to ACS, also heard about this family's plight and helped match Leann's husband up with a temporary job at the Food Bank, gave him some leads on more permanent employment and is also working on helping them find affordable housing that allows pets.

This was truly a team and community effort that prevented three dogs from being surrendered and provided a happy solution for Leann's family.





CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

4710 State Highway 151
San Antonio, Texas 78227
(210) 207-4PET
<http://www.saacs.net>